



DATE: January 14, 2015

TO: Washington State Board of Health Members

FROM: Keith Grellner, Board Chair

SUBJECT: REVIEW OF COMPLAINTS PROCEDURE

Background and Summary:

The Washington State Board of Health has a number of administrative policies and procedures, which are intended to guide Board members and staff activities and actions on a variety of topic areas. RCW 70.05.120 allows any person to complain to the Washington State Board of Health concerning the failure of the local health officer or administrative officer to carry out the laws, rules, or regulations concerning public health. The Board does not currently have a procedure for handling these complaints.

In August and September 2014, the Board received two complaints against local health officials in different local health jurisdictions. Prior to these, the Board received its last complaint in 1990. RCW 70.05.120 provides minimal direction to the Board about handling complaints. I asked staff to develop a draft procedure to guide the Board for future complaints.

The attached draft procedure sets out the process and timing for complaint review and notification, preliminary investigation, Board determination and possible hearing. The goal is to provide guidance to help assure that complaints are handled in a consistent and transparent manner.

Recommended Board Action:

The Board may wish to consider and adopt the following motion:

Motion: the Board adopts the proposed policy and procedure 2015-001 Responding to Complaints Against a Local Health Officer or Administrative Officer.

Staff Contact:
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